

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT: Wolfgang Kratzenberg

SERIAL NO.: Not yet known (PCT/EP2004/002697)

FILED: Concurrently

FOR: CUSTOMER ASSISTANCE SYSTEM FOR STORES

EXAMINER: -- Group: --

Mail Stop: PCT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

PRELIMINARY AMENDMENT

Sir:

Please amend the above-referenced application before Action as follows: